

059 - CLERK-RECORDER

Operational Summary

Mission:

To provide services to the public in a manner that exemplifies the highest standards of courtesy, cost effectiveness, and performance as well as to pursue new technologies aimed at making public records accessible to the public in a prompt and convenient manner.

Strategic Goals:

- Reduce costs while increasing the timeliness of services.
- Make more services available in homes and offices.
- Offer additional information to the public, commercial users and other county/state agencies on the internet.
- Continue the Clerk-Recorder's Office downsizing.
- Increase the security surrounding Orange County's public records and provide for business continuity in the event of a catastrophe.

Key Outcome Measures:

Performance Measure	FY 99-00 Results	FY 00-01 Target	How are we doing?
REDUCE STAFFING AS NECESSARY TO MAINTAIN NET COUNTY CONTRIBUTION. What: As the volume of recordings diminishes, fewer personnel are required. Why: Reductions in personnel reduces department expense and results in lower costs to the public.	Staffing levels were below budget throughout the year.	Implement additional staffing reductions in light of reduced recordings.	We have been successful in reducing staffing since FY 94/95 from a level of 114 to a level of 96 for FY 00/01.
IMPROVE INTERNET ACCESS/SERVICE TO PUBLIC TO SATISFY DEMAND. What: Allows public to transact secure business w/ department w/o necessity of coming to Santa Ana. Why: The public can obtain information and/or documents at a lower cost.	Implemented Internet ordering of vitals certificates.	Complete installation of an ATM line for faster, more expansive and secure Internet transactions.	We now have an Internet site that allows the public to order copies of birth, death and marriage certificates and to conduct Fictitious Business Name searches.
REDUCE TIME FOR RETURN OF DOCUMENTS TO PUBLIC TO SATISFY CUSTOMER DEMAND. What: After being recorded, documents are returned to the public within 24 hours. Why: Public has access to recorded documents within short timeframe thereby meeting their requirements.	Documents are now returned within 24 hours.	Maintain current status of 24 hour turnaround.	From a peak of 12 days backlog, we've reduced it to 24 hours.

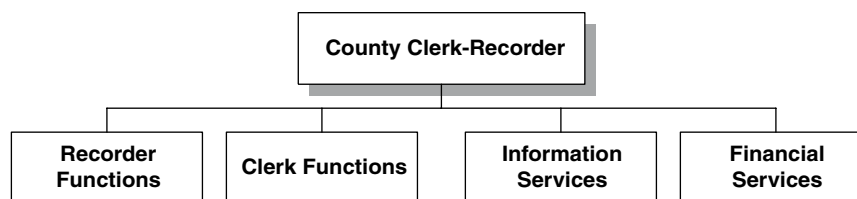
Key Outcome Measures: (Continued)

Performance Measure	FY 99-00 Results	FY 00-01 Target	How are we doing?
IMPROVE CONTRIBUTION TO COUNTY GENERAL FUND TO PROVIDE RESOURCES FOR OTHER AGENCIES. What: Revenues in excess of expenses are made available to the County General Fund. Why: Allows essential programs within other agencies to be funded.	Net County Contribution will exceed \$5.6 million.	Our Net County Contribution will decline to \$5.2 million due to reduced document recordings.	We continue to contribute to the General Fund even though revenues decline. Expenditures have been closely monitored and minimized when and where appropriate.

Fiscal Year 1999-00 Key Project Accomplishments:

- Developed a security and business continuity plan.
- Introduced five new services for Internet users.
- Implemented three new Y2K compliant systems.
- Began migration of electronic recording from T1 lines to the Internet.
- Implemented a program aimed at preventing fraud by use of public records to establish false identification.

Organizational Summary



COUNTY CLERK-RECORDER - An elected official and administrative staff who directs the activities of the department in satisfying the needs of the public regarding the recordation of documents, filing of birth, death and marriage records, issuing marriage licenses, and filing Fictitious Business Names, etc.

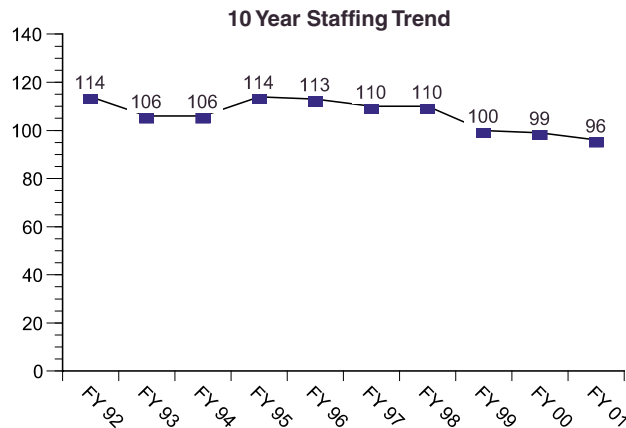
RECORDER FUNCTIONS - Assists the public and title companies in recording documents pertaining to real property transactions. Included in this process is the examination of documents to determine recordability; recording and indexing documents, and optically imaging all recorded documents for storage and retrieval.

CLERK FUNCTIONS - This activity is responsible for issuing marriage licenses and performing wedding ceremonies. It also registers Notary Publics, Process Servers, Professional Photocopiers, and Unlawful Detainer Assistants; files documents related to Fictitious Business Name registrations and Environmental Impact Reports; and produces copies of recorded documents and issues birth, death, and marriage certificates.

INFORMATION SYSTEMS - Provides technical and user support for all automated systems within the department. Provides both short and long term automation planning, systems installation, user training, systems maintenance, and telecommunications support.

FINANCIAL SERVICES - Collects and accounts for the proper fees and taxes for all public transactions. Administers trust funds, distributes documentary transfer tax to cities, and transmits fees to state agencies. Prepares department budgets, monitors and analyzes expenditures, and prepares statistical reports.

Ten Year Staffing Trend:



Ten Year Staffing Trend Highlights:

- Staff reduced since FY 94/95 as a result of automation, among the improvements are:
- Electronic Recording.
- Document Imaging.
- New Marriage License System.

- New Grantor/Grantee Indexing System.

Budget Summary

Plan for Support of the County's Strategic Priorities:

The Clerk-Recorder continues to pursue automation within the department in order to improve efficiency and responsiveness to the demands of the public while at the same time reducing staff and minimizing expenditures in support of the County's goals.

Changes Included in the Recommended Base Budget:

The Clerk-Recorder has reduced staffing of 3 positions, from 99 in Fiscal Year 1999-00 to 96 for Fiscal Year 2000-01.

Expenditures are also being reduced as maintenance on existing systems will be performed by department personnel versus contracting, as had been done in prior years.

Final Budget and History:

Sources and Uses	FY 1998-99 Actual Exp/Rev ⁽¹⁾	FY 1999-00 Final Budget	FY 1999-00 Actual Exp/Rev ⁽¹⁾	FY 2000-01 Final Budget	Change from FY 99-00 Actual	
					Amount	Percent
Total Positions	N/A	99	N/A	96	96	N/A
Total Revenues	12,661,583	10,801,000	11,453,438	9,684,500	(1,768,938)	-15.44
Total Requirements	4,927,866	4,368,328	5,463,128	4,502,819	(960,309)	-17.58
Net County Cost	(7,733,717)	(6,432,672)	(5,990,310)	(5,181,681)	808,629	-13.50

(1) Amounts include prior year expenditures and exclude current year encumbrances. Therefore, the totals listed above may not match Total FY 1999-00 Actual Expenditure + Encumbrance included in the "At a Glance" section.

Detailed budget by expense category and by activity is presented for agency: CLERK-RECORDER in the Appendix on page 493.

Highlights of Key Trends:

- Recording revenues, the largest segment of the department's revenues, are anticipated to decline as they are directly related to real property transactions and interest rates.
- All other revenues, such as those from the Clerk functions, are expected to remain at existing levels or increase slightly.

Budget Units Under Agency Control

No.	Agency Name	County Clerk-recorder	Recorder Functions	Clerk Functions	Information Systems	Financial Services	Total
059	Clerk-recorder	1,278,538	1,754,151	773,465	383,874	312,791	4,502,819
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